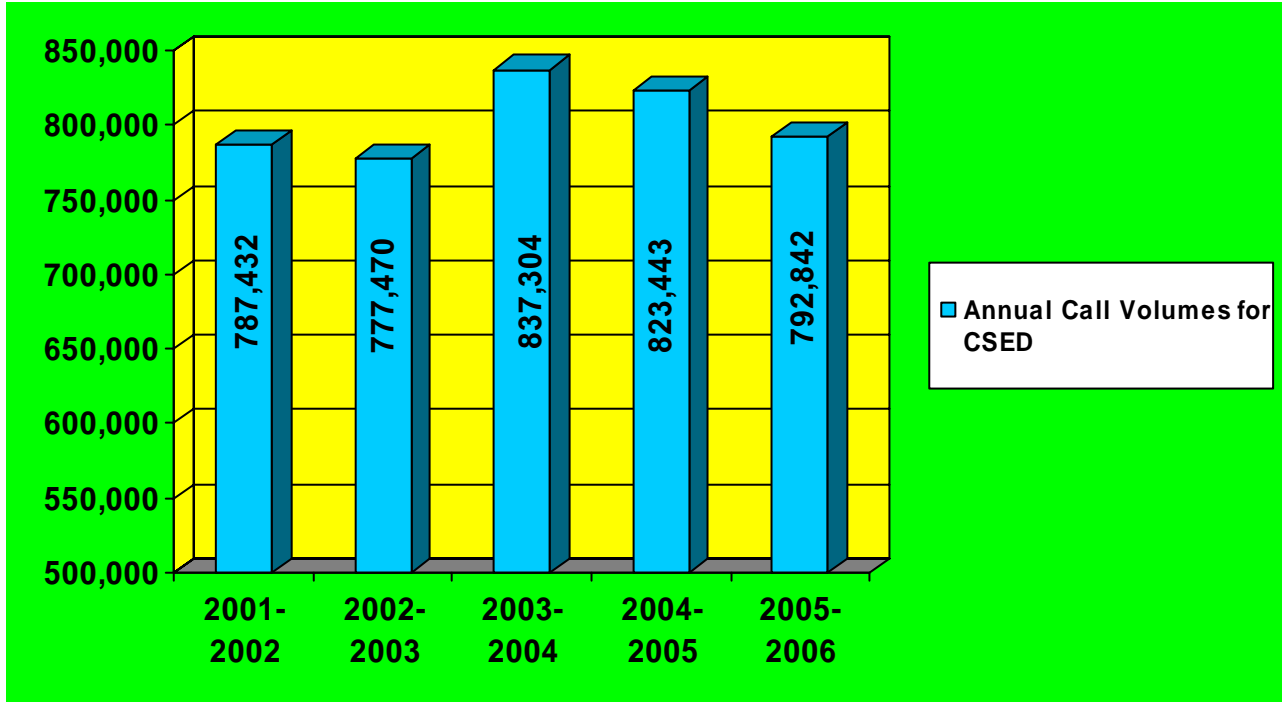
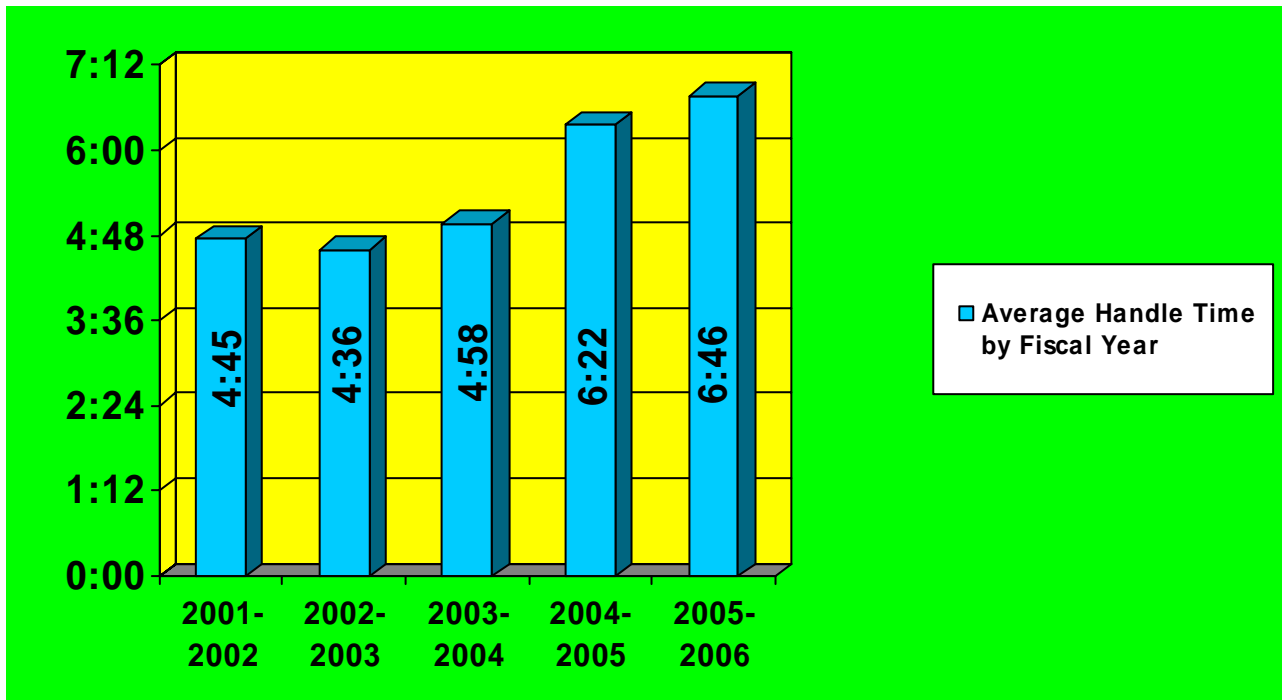


CSED PHONE STATISTICS Trends for Last Five Years

CSED Annual Call Volumes



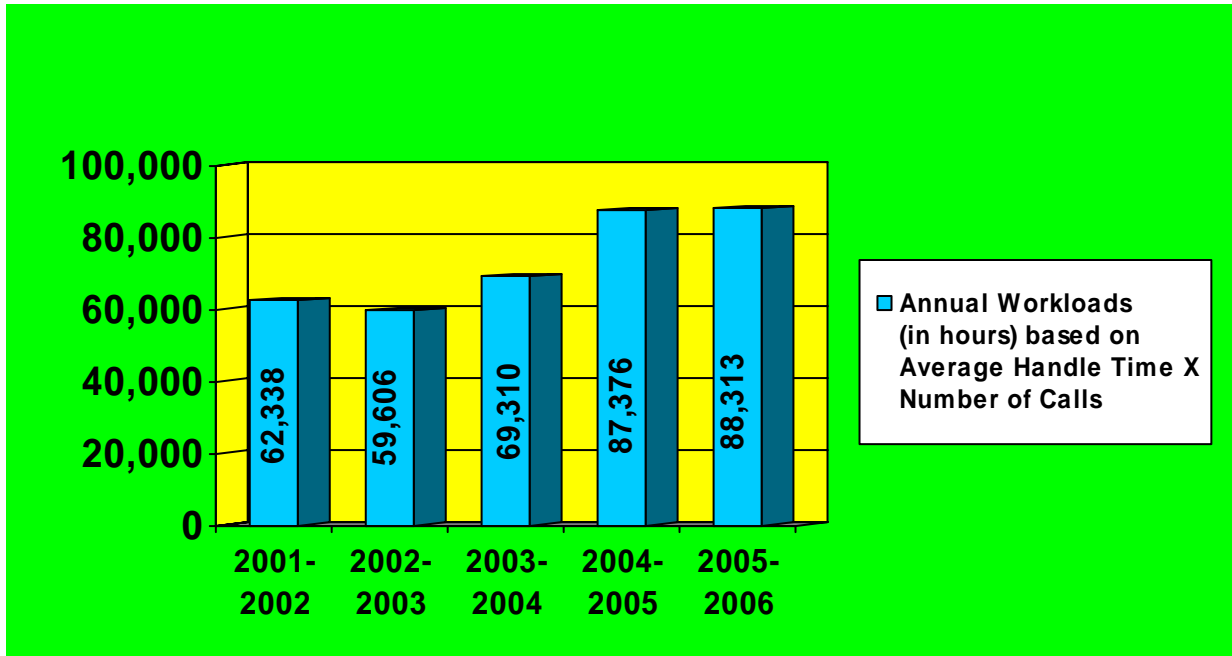
CSED Average Handle Time



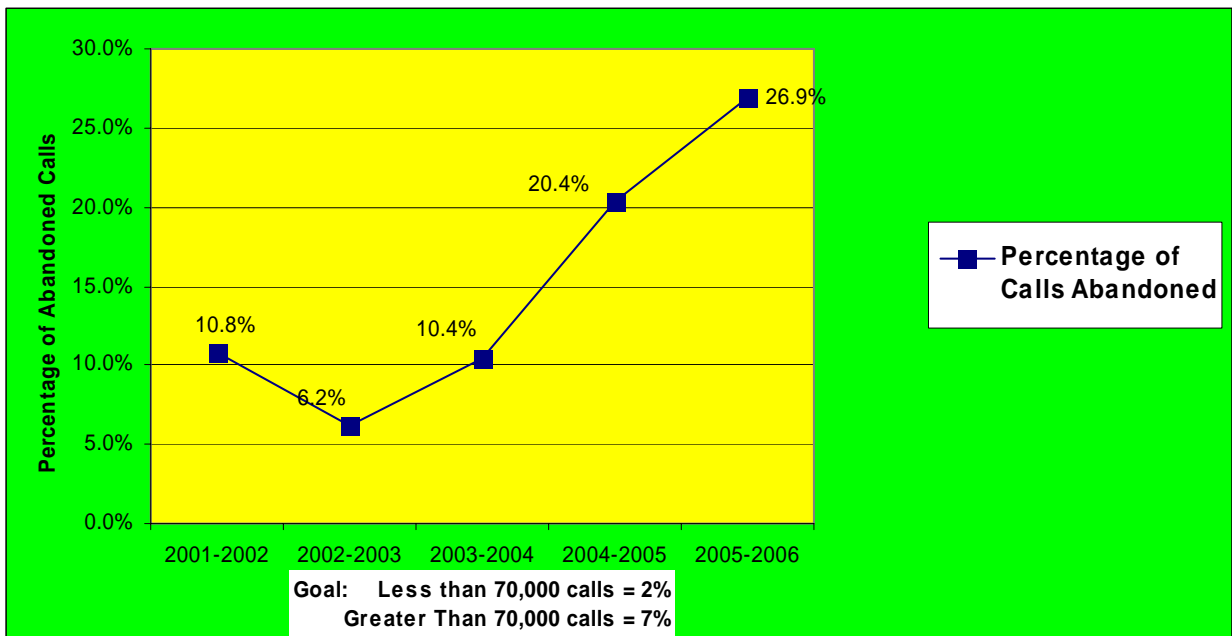
CSED PHONE STATISTICS

Trends for Last Five Years

CSED Call Workload Comparison

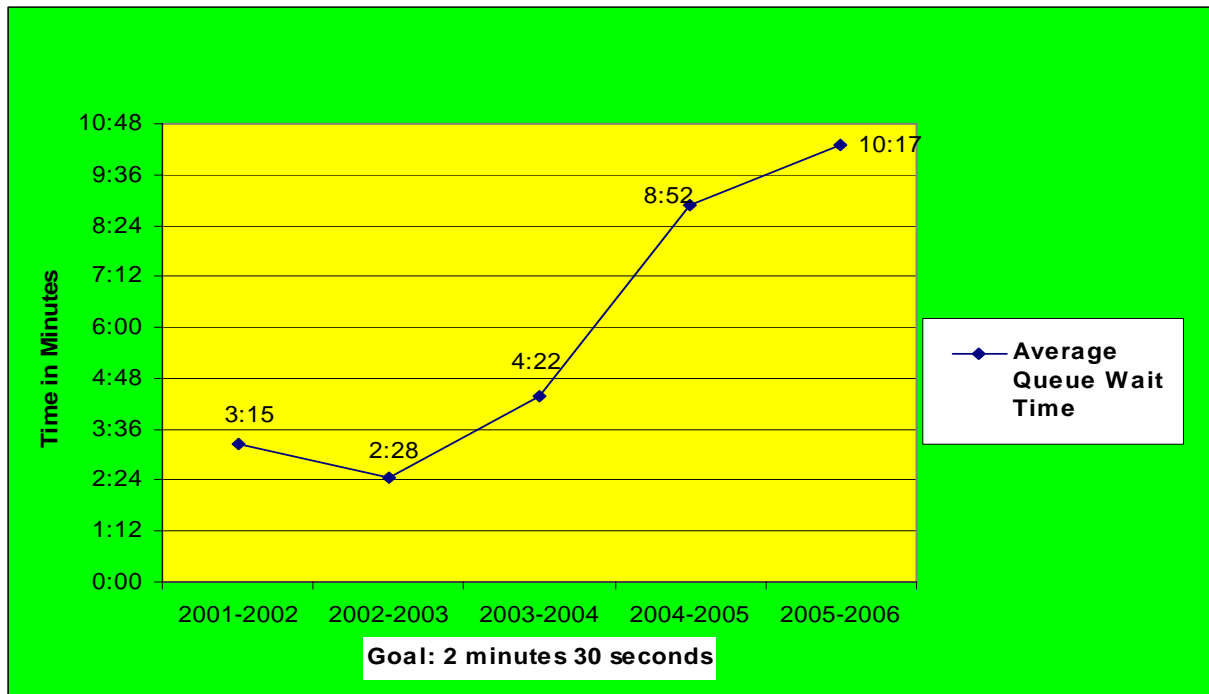


CSED Annual Abandon Rate

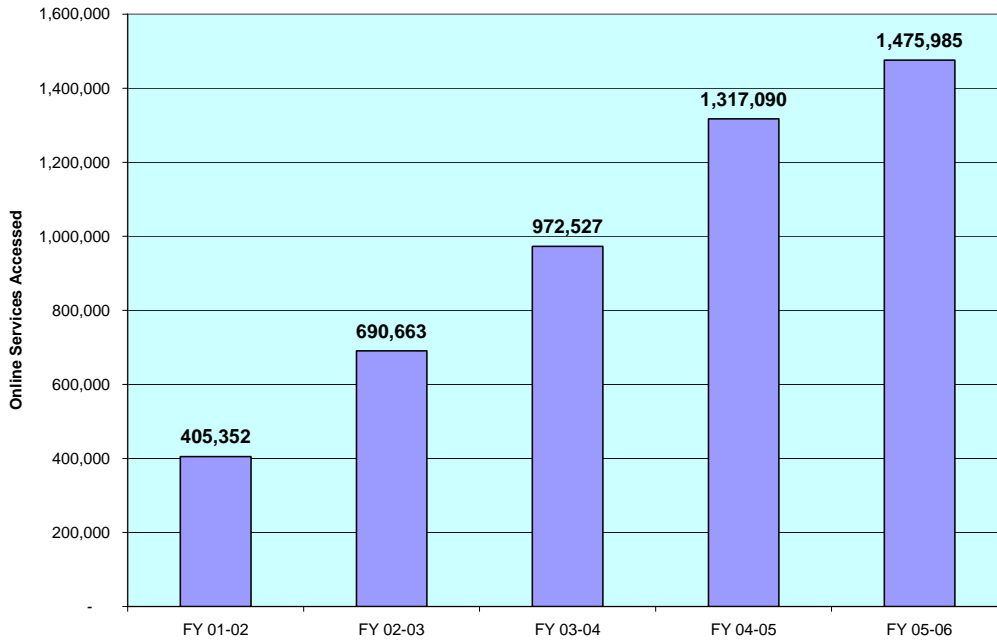


CSED PHONE STATISTICS Trends for Last Five Years

CSED Queue Wait Times



Total Visits to Online Services*



- * Online Services include:
- Change Your Address
 - Register for a Seminar or Workshop
 - Request an Official Retirement Estimate
 - eSubscriptions
 - Forms & Publications Center
 - Service Credit Cost Estimator
 - Retirement Planning Calculator (Guest and Password Version)
 - Annual Member Statement
 - Password Registrations
 - Disability Retirement Status
 - Service Credit Purchase Status
 - Video Center.

New Online Services Launched in 2005-2006

